

# WARM AND SAFE HOMES IN FISHWICK NEWSLETTER



OCTOBER 2020



Jo Boswell, Project  
Development Co-ordinator

Back in May we wrote to you with an update on how the current Coronavirus crisis was delaying our plans to help households in Fishwick affected by the failed wall insulation carried out in 2013. As summer turns to autumn, the virus is increasing its impact on many areas of our lives and we are all now facing tighter restrictions and additional measures in some local areas, not least in Preston. Whilst this means that our plans to carry out property surveys have to be delayed a little longer, we wanted to take this opportunity to reassure you that work has been continuing behind the scenes in readiness for the time when we are able to carry out house-to-house activity. We hope this and subsequent newsletters will give you a good overview of how Warm & Safe Homes in Fishwick is progressing but if you have any questions then do just get in touch - send us an email to [fishwick@nea.org.uk](mailto:fishwick@nea.org.uk) or call us on **0800 9159075**.

## HOUSEHOLD SURVEY

In August you will have received a questionnaire that we sent to all households in Fishwick affected by the failed insulation. So far 87 Fishwick households have responded which is great news as this information is really important to help us to better understand the households we hope to help and what help we can give. The questionnaire had a deadline of 28 August 2020 but because of the delays caused by Coronavirus, we are still able to accept responses so if you have the questionnaire handy, please fill it in and send it to us in the envelope we provided. You don't need a stamp. If you can't find your questionnaire but would like to complete it, just get in touch to let us know and we'll send you another one. Send us an email to [fishwick@nea.org.uk](mailto:fishwick@nea.org.uk) or call us on **0800 9159075**.

Each questionnaire we receive will be entered into an optional prize draw to win one of three shopping vouchers (£100, £50, £25). If you would prefer to take part on the telephone or complete the questionnaire in another language you can call **0800 9159075** and we'll help to arrange this.

A number of people who have already returned their questionnaires have asked us if there will be an opportunity to talk in more detail about what it's like to live in their property and share their experiences. Between now and Christmas 2020 we will be carrying out open-ended more in-depth discussions with those people who opted into this on their questionnaire so please complete the questionnaire or get in touch if you are interested.

If you would prefer to receive this newsletter in an alternative format or language please let us know by calling **0800 9159075** or email [fishwick@nea.org.uk](mailto:fishwick@nea.org.uk)

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## What next ..?

As we're not able to be in the community at present, we wanted to give you an update on some of the main activities that make up Warm and Safe Homes in Fishwick.

	Description	Progress and Timescales
<b>Household survey</b>	To help us better understand the households we hope to help and what help we can offer	Questionnaire issued in August 2020. 85 responses received to date. The questionnaire process is still open so please respond if you haven't done so already. Telephone interviews for those households who have opted into this part of the survey will be completed between October - December 2020
<b>Stakeholder call for evidence</b>	An invitation to local organisations to share their views, experience and expertise	To be issued in October 2020
<b>Technical evaluation</b>	Measure the effectiveness of the improvements made and the impacts on living conditions	Between October and December 2020 some householders who have returned questionnaires will be invited to participate in the technical evaluation programme
<b>Property surveys</b>	Property surveys will be carried out and reports issued to all households that have had a survey. Detailed discussions will be held with some households that will have repair work completed.	In-home activity delayed due to Coronavirus. Further updates to follow.
<b>Repair work in homes</b>	Work in homes to put right the effects of the failed insulation. NEA has limited funds and the project will aim to help those who have been worst affected.	Dependent upon activities above being completed
<b>Advice and support</b>	Energy efficiency advice as well as support for households experiencing problems paying energy bills. Confidential benefits/income advice is also available	Available now and throughout the project. Call Jo Boswell on <b>0800 9159075</b> or email <b>fishwick@nea.org.uk</b>

If you would like any more information about any of the activities outlined, just send us an email to [fishwick@nea.org.uk](mailto:fishwick@nea.org.uk) or call us on 0800 9159075.

## Technical Evaluation

Alongside the practical work we will be doing to survey and plan repairs to homes in Fishwick, we consider it is important to understand the impacts of living in one of the homes affected by the failed insulation and that we are able to measure the improvements once any work is completed. So as part of our evaluation programme, NEA will be asking some householders if they will be willing to help us by participating in our technical monitoring. We have designed the monitoring to minimise any inconvenience to householders, and it will initially involve us posting out two small battery powered data loggers – a data logger is a pen-sized device that sits on a shelf/sideboard and will record temperature and humidity (moisture in the air) every 30 minutes.

**They do not collect any other information, and are silent and discreet.**

To help us understand how much energy each home uses, we will also be asking participating households to take regular (two weekly) meter readings of gas and electricity meters, or if they have a smart or prepayment meter, we could contact the energy provider for the readings. We'll explain everything in a bit more detail to those households that volunteer to be part of this study, and provide as much ongoing support as required. As a token of our thanks, each household that helps us with this part of the programme will receive a **£20 High Street Shopping Voucher** at the start, and **a further £50 in vouchers** once the household has completed the technical evaluation in a year or so. If you haven't done so already, please make sure you return the questionnaire we sent you in August and you might be one of the households we contact to take part.

### Our delivery partners

An important part of the work we'll be doing in Fishwick is the appointment of the contractors who will be responsible for carrying out property surveys and who will subsequently oversee and approve the repair work. Whilst this part of the project may be a little way off yet, NEA is determined that all work carried out will be delivered to the highest technical standards and with excellent customer service. This means that our process for selecting suitable contractors needed to be extremely thorough and our discussions with them have been challenging and lengthy.

We're very close to being able to announce who our partners will be – you'll hear more from us on this in future newsletters.

## Getting Ready for Winter

Whilst we are unable to start house-to-house activity at the moment, there is still some significant support available to Fishwick residents now and throughout the winter period. As the weather turns colder, being able to manage energy bills and making sure every household has the maximum income available to it has never been more important. NEA's Fishwick Warm & Safe Homes Service offers free energy bill and benefits or income advice, including free fuel vouchers for those using a prepayment meter who are struggling with their energy bills. Our Project Co-ordinator, Jo Boswell, is on hand to offer confidential expert advice tailored to each household's own circumstances; so get ready for winter and give us a call on **0800 9159075** or send us an email to **fishwick@nea.org.uk**

**In the meantime, turn over for some tips on ways to cut down on your energy use at no cost!**



You can save around £30 a year just by remembering to turn your appliances off standby mode.



Save an average of £35 on electricity a year by drying clothes on a clothes line, instead of using a dryer.



Avoid putting warm food in your freezer as it makes it work harder - allow food to cool down first.



Spending one minute less in the shower every day as part of your grooming routine will save up to £7 per person off your household energy bill each year.



Only boil the water you need in your kettle. This can save you £6 a year.



Washing clothes at 30°C instead of 40°C can save you around £9 a year.



Don't leave your mobile phone on charge all night - most only need a couple of hours.



Switch off lights when not in use. This could save your household £14 a year.



Using a bowl to wash up rather than running the tap could save you up to £25 a year.



Cut back your washing machine use by one cycle per week and save around £5 a year on energy.

**For a wide range of information leaflets and advice, visit NEA's website [www.nea.org.uk/advice](http://www.nea.org.uk/advice)**

**If at any time you wish to stop receiving this newsletter please email us at [fishwick@nea.org.uk](mailto:fishwick@nea.org.uk)**

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